

# MEMBER STORY



NAME:  
Jack  
AGE:  
54

by  Best Doctors®

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**REASON FOR CONTACTING BEST DOCTORS:**  
painful, ongoing condition with no clear diagnosis

**BEST DOCTORS EXPERT SPECIALTY:**  
Colon and Rectal Surgery

## Finally feeling like himself again

For ten years Jack had been suffering from recurring rectal fistula and abscesses. Every operation or procedure was short-lived, and soon his symptoms would return, sometimes giving rise to infection and the need for long courses of antibiotics, or yet another procedure. The cause of his suffering, however, remained unknown, and Jack grew increasingly anxious that he was being given treatment without really knowing what was going on. Having lost 40 kg and in daily physical discomfort, Jack was continually forced to take sick leave, which eventually led to him having to change jobs. Desperate for answers but feeling like he had come to a standstill, he took a look at his new company's insurance policy. When he realized that it provided access to Best Doctors, he decided to ask for an expert second opinion.

“ **Having access to Best Doctors is definitely a reason to stay with my insurance provider.** ”

Jack's numerous operations and tests created a complex medical picture. Yet the Best Doctors Harvard-trained team went through each one very carefully, compiling a detailed clinical summary. In the meantime, they had his biopsies sent to a world leading pathology centre for repeat testing. Both the clinical summary and the pathology review were then sent to a specially selected expert in colon and rectal surgery.

Having carried out an exhaustive review of the case, the expert first of all reassured him that his pathology review had not shown any cancer. However, he was concerned that the large number of operations that Jack had undergone, without a clear diagnosis, had added to the complexity of his condition. He firmly believed that Jack needed to be re-examined under the guidance of a colon and rectal surgeon, with tissue samples taken so that extensive, yet targeted, testing could be performed. He provided clear instructions for specific cultures and special stains that could help identify certain bacteria responsible for his condition, and rule out other underlying conditions. Finally, the expert gave advice on routine tests that should be part of his long-term treatment programme.

“ **Thanks to Best Doctors, I got the right diagnosis and the surgery that has made all the difference to my quality of life.** ”

The Best Doctors expert report was decisive. When Jack shared it with his treating doctors, they were convinced of the need to carry out the recommended re-evaluation and testing. The information they obtained led to the right type of surgery, which has completely resolved his symptoms. Jack has since made a full recovery. Now back at work full time, he has not needed to take any more time off and is relieved that, after ten years of suffering, he is finally getting his life back.

**Expert findings decisive in getting the right treatment**

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